

GOVERNMENT OF TELANGANA
A B S T R A C T

Consumer Affairs – Consumer Protection act, 2019 – Constitution of State Consumer Protection Council – Orders - Issued.

CONSUMER AFFAIRS, FOOD & CIVIL SUPPLIES (CS.I.RC) DEPARTMENT

G.O.Ms.No. 2

Dated: 11-01-2022.
Read the following:

1. G.O.Ms.No.15, CAF & CS (CS.I .RC)Dept , dt.12.11.2014
2. Consumer Protection Act,2019 (35 of 2019)
3. From the Commissioner of Civil Supplies, Ref No.CA/2036/2020, dt.12.11.2020 & dt.17.4.2021.

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ORDER:

As per the provisions in Chapter 2 section 6 of the Consumer Protection Act, 2019, State Government shall establish a council to be known as State Consumer Protection Council also known as State Council for the state by issue of notification, with effect from such date as it may specify in such notification. Therefore, the Commissioner of Civil Supplies in the proposals 3rd read above he has requested to the Government for issue orders afresh constituting the Telangana State Consumer Protection Council (TSCPC) as per the sections 6 and 7 of the Consumer Protection Act,2019, duly consisting the members and terms and references mentioned therein since Consumer Protection Act,1986 was repealed.

2. After careful examination of the matter and as per provisions under sections 6 and 7 of the Consumer Protection Act,2019 , in supersession of the Go 1st read above, Government hereby order for Constitution of the State Consumer Protection Council with the following members:

S.No.	Name / Designation	Membership
1.	Minister for Consumer Affairs Food & Civil Supplies in the State Government.	Chairman
2.	Official Members	
(i)	EX. Officio Secretary to Govt., CA, F&CS Dept.	Member/Vice Chairman
(ii)	Principal secretary, MA & UD Member	MA & UD Member
(iii)	Principal secretary, Education	Member
(iv)	Principal secretary, Agriculture, Co-operation & Marketing	Member
(V)	Principal secretary, Medical & Health	Member
(Vi)	Principal secretary, Industries	Member
(Vii)	The Commissioner, Transport	Member
(Viii)	The Controller, Drugs	Member
(IX)	The Director, Institute of Preventive Medicine	Member
(X)	The Commissioner, I & PR	Member
(Xi)	The Controller, Legal Metrology	Member
(Xii)	Engineer in Chief, RWS	Member
(Xiii)	Engineer in Chief, Public Health	Member
(Xiv)	Managing Director, TSRTC	Member
(XV)	CMD, Transco	Member
(xvi)	Managing Director, Dairy Development Corpn., Telangana State	Member
(Xvii)	Managing Director, OILFED, Telangana State	Member
(Xviii)	VC& Managing Director, TSCSC Limited	Member

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	(XiX)	Managing Director, HMWS & SB	Member
	(XX)	Deputy Commissioner (Consumer Affairs) O/o. the Commissioner of Civil Supplies, Telangana State	Member Convener
3		Non Official Members:	
	(i)	One representative from recognized political party	Member
	(ii)	One representative of the Consumer Voluntary Organization from each district(to be recommended by the Dist.Collectors)	Member
	(iii)	One representative of the Consumer Voluntary Organization from each district (to be recommended by the District Collectors)	Member
	(iv)	President, Federation of Chambers of Commerce & Industry, Telangana Branch	Member
	(v)	One Consumer expert having legal background/having worked in State Commission/practiced in High Court for not less than 10 years (to be nominated by Chairman)	Member
4.		Other officials and non officials members as to be nominated by the Central Government (to be addressed to GoI by the CCS, TS, Hyderabad to obtain the nominations)	not exceeding 10 members

3. The State Consumer Protection Council shall be an advisory council and work for promotion and protection of consumer rights under Consumer Protection Act,2019 as mentioned below.

- (i) The right to be protected against the marketing of goods, products or services which are hazardous to life and property;
- (ii) The right to be informed about the quality, quantity, potency, purity, standard and price of goods, products or services, as the case may be, so as to protect the consumer against unfair trade practices;
- (iii) The right to be assured, wherever possible, access to a variety of goods, products or services at competitive prices;
- (iv) The right to be heard and to be assured that consumer's interests will receive due consideration at appropriate fora;
- (v) The right to seek redressal against unfair trade practices or restrictive trade practices or unscrupulous exploitation of consumers; and
- (vi) The right to consumer awareness

4. The discussion during the meetings of State Consumer Protection Council should be focused on the consumer subjects to protect them like;-

- i) Delivery of goods at correct weights and measures duly stamped by the concerned Department;
- ii) Quality of food grains/edible oils being sold;
- iii) Sufficiency of public transport, charges levied, stopping at the specified stages and also on request;

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- iv) Services provided by Telecom Departments/Organizations including settlement of bills, fault repairs and shifting of phones on request;
- v) Issue of bills by traders/service providers to all the consumers;
- vi) Satisfactory services by Municipality with reference to sanitation, maintenance of roads and supply of safe drinking water;
- vii) Timely recording of meter readings, giving correct bills and Redressal of complaints in respect of Power Distribution Companies;
- viii) Redressal of public grievances by the public utilities etc.

5. The State Consumer Protection Council shall meet as and when necessary but not less than two meetings shall be held every year.

6. The State Consumer Protection Council shall also meet at such time and place as the Chairman may think fit and shall observe such procedure in regard to the transaction of its business as may be prescribed by the State Government or till such time adopted by the Chairman.

7. The Member Convener shall send the minutes of the meetings conducted to the Government and initiate follow up action on the resolution of the State Consumer Protection Council.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF TELANGANA)

**V. ANIL KUMAR
EX-OFFICIO SECRETARY TO GOVERNMENT**

To

The Commissioner of Civil Supplies, Telangana State, Hyderabad.

All the Collectors/ Chief Rationing Officer, Hyderabad.

All Members of the State Consumer Protection Council.

Copy to:

All Principal Secretaries/ Secretaries to Govt.

The Secretary to Chief Minister

The PS to Minister (Civil Supplies).

The President/Secretary of all recognized Political Parties.

The Controller, Legal Metrology, Telangana, Hyderabad.

The Designated Officer –cum-Asst.Registrar, Telangana State Consumer
Disputes Redressal Commission, Hyderabad.

The Secretary to GOI, Ministry of CA,F&PD, Dept.of CA, Krishi Bhavan, New Delhi.
SF/SC.

// FORWARDED BY ORDER //

SECTION OFFICER

